

Order of Escalation for all DCMA
Invoice and CAR/Reconciliation Issues
(All numbers should be prefixed with 614-693 or DSN 869)

Step 1. Initial requests for:

November 2, 2000

Contract Payment Issues	Customer Service		(800) 756-4571
Contract Closeout Issues	Patricia Hendrix	patricia.hendrix@dfas.mil	6238
Account Receivable Issues	Kimberly Kissell	kimberly.kissell@dfas.mil	8718
Updates to Open Audit Log	John McGee	john.mcgee@dfas.mil	8549
Other Issues	Action Person (if known)		

Step 2. If no action, or the ACO is not satisfied, and the request involves:

- The Quality of Customer Service:

North (all divisions)	Tim Bosley	tim.bosley@dfas.mil	8620
South	Xandra Wade	xandra.wade@dfas.mil	5989
West (contractors N-Z)	Pat Alonzo	patricia.alonzo@dfas.mil	5414
(contractors A-M)	Deborah Elkins	deborah.elkins@dfas.mil	5493
Stock Fund	Pam Vogel	pamela.vogel@dfas.mil	8681

- DFAS Contract or Modification Input:

North - Contract Management Division	Reginia Bouldin	reginia.bouldin@dfas.mil	5980
South - Contract Management Division	Brenda Locke	brenda.locke@dfas.mil	5340
West - Contract Management Division	Sandra Bartholomew	sandra.bartholomew@dfas.mil	5707

- Contract Payments:

North - Payment & Research Division	Pam Franceschi	pam.franceschi@dfas.mil	6139
South - Payment & Research Division	Cassandra McDuff	cassandra.mcduff@dfas.mil	5417
West - Payment & Research Division	Debby Yates	debby.yates@dfas.mil	5765

- Close-out (CAR) action, accounts receivable, or accuracy of the Open Audit Log:

Chief, Reconciliation Support	Joanne Robbins	joanne.robbins@dfas.mil	8718
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- Reconciliation Actions:

North	Paul Huey	paul.huey@dfas.mil	6356
Minuteman Issues	Renee Fowler	renee.fowler@dfas.mil	5501
New Dominion Issues	Leon Mehnert	leon.mehnert@dfas.mil	5507
Bunker Hill Issues	Either Ms. Fowler or Mr. Mehnert		
South	Bill McGee TDD only Ohio Relay 800-750-0750 Fed Relay 800-877-8339	bill.mcgee@dfas.mil	8700
West	Amy Baer	amy.baer@dfas.mil	8781

Step 3. If no action, or the CAO manager or Commander is not satisfied, the CAO Commander should elevate the request to the Director or Deputy Director for each Directorate:

North Operating Directorate	Pam Franceschi Operating Director	pam.franceschi@dfas.mil	6139
South Operating Directorate	Brenda Locke, Operating Director	brenda.locke@dfas.mil	5340
West Operating Directorate	Vivian Newton, Operating Director	vivian.newton@dfas.mil	5576
Special Programs	Roger Luckeydoo, Chief	roger.luckeydoo@dfas.mil	0970

Step 4. If no action, the CAO Commander should contact the following for issues regarding:

Contract Payment	Thomas O'Brien, Director	thomas.o'brien@dfas.mil	6058
Reconciliation & Close-out	Victor Rivard, Deputy Director	vic.rivard@dfas.mil	5476
Customer Service	Larry Whitman, Operations Director	larry.whitman@dfas.mil	9087

Step 5. If the Commander is not satisfied, the District Commander should contact:

Linda Ferguson	Deputy Director for Contract Payments	linda.ferguson@dfas.mil	6202
Art Gold	Director of Systems	art.gold@dfas.mil	5237
Joe Childers	Director of Financial Control and Operations Support	joe.childers@dfas.mil	7493
Customer Service Issues	Monica Long, Director	monica.long@dfas.mil	7805

- If the issue is not covered by this document or if the requester needs guidance in applying it, contact DCMA Liaison Office at DFAS-CO:

John Heston	DCMC Liaison	john.heston@dfas.mil	4969
Ruth Fleming	Procurement Analyst	ruth.fleming@dfas.mil	5757
Denise Turns	Contract Specialist	denise.turns@dfas.mil	5375